



The Spinney Group

Partners:
Prof. Steve Cox, FRCGP, DGM
Dr Susan Hyde, MRCGP, DRCOG, DFRSH
Dr Claire Clarke, MRCGP, MRCPCH, Dip IBLM/BSLM
Dr Claire Fletcher, MRCGP, DFRSH

Eccleston Medical Centre

FEEDBACK SOURCE	HOW WAS YOUR EXPERIENCE?	
Patches	Very good	
Patches	Good	
Patches		
Patches		
Patches	Neither good nor poor	Did not contact the surgery
Patches	Very good	I have had great interaction with everyone
Patches	Very good	
Patches	Very good	
Patches	Very good	
Patches	Very good	
Patches	Very good	Accessible, friendly and professional.
Patches	Very good	
Patches	Very good	
Patches	Good	
Patches	Very good	
Patches	Very good	Always kind, informative, helpful staff.
Patches	Good	
Patches	Don't know	
Patches	Very good	
Patches	Very good	Friendly and helpful.



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April 26

The Practice has been collecting Friends and Family Test data from patients who have used the Practice's services. This information has been collected using 3 methods:

- PATCHS (Online) - Patients completing a PATCHS online consultation are asked to complete the test
- Website (Online)- This is available to all patients; the Practice also randomly selects patients who have used the Practice services in the previous month and sends them a SMS/text, inviting them to complete the test
- Paper - This is available to all patients who attend the Practice

The Friends & Family Test asks one simple question:

Thinking about your GP practice. Overall, how was your experience of our service?

Breakdown of responses received:

Very good	14	PATCHS (Online)	20
Good	3		
Neither good nor poor	1		
Poor	1		
Very poor			
Don't Know	1		
Total no. of responses	20		

Overall satisfaction rating 83.3%

This is the percentage of patients reporting their experience as being either 'Very good' or 'Good'



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The following are the additional comments made under the various categories:

Very good

Eccleston medical centre always provides excellent patient care.

Always helpful staff

Exceptional staff

Good

Neither good nor poor

Poor

I just want an appointment!

Don't Know